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EXAMINER

LEE, PHILIP C

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2452

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PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary

Application No.

09/823,835

Applicant(s)

CHEN ET AL.

Examiner

PHILIP C. LEE

Art Unit

2452

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 29 December 2008.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 23-97 and 104-108 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 23-97 and 104-108 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

1. This action is responsive to the amendment and remarks filed on December 29, 2008.
2. Claims 23-97 and 104-108 are presented for examination and claims 1-22 and 98-103 are canceled.
3. The text of those sections of Title 35, U.S. code not included in this office action can be found in a prior office action.

Claim Rejections - 35 USC 103

4. Claims 23-29, 36-51, 59-74, 82-97, 104-106 and 108 are rejected under 35 U.S.C. 103(a) as being unpatentable over Dilip et al, U.S. Patent 6,657,990 (hereinafter Dilip) in view of Schneider, U.S. Patent 6,594,675 (hereinafter Schneider).
5. Dilip was cited in the previous office action.
6. As per claim 23, Dilip teaches the invention substantially as claimed comprising:
a processor (302 of fig. 8)
a communication server (64, 40, fig. 2) executed by said processor configured to:
communicate with a communication channel by virtue of being configured to receive an
incoming communication from the communication channel (e.g., email, fax, video
communications)(col. 7, lines 25-34, 39-45) via a channel driver (col. 9, lines 11-

16) (transaction manager) communicatively coupled to the communication channel (col. 9, lines 11-16), wherein the channel driver is configured to communicate with the communication channel by virtue of being configured according to a media type of the communication channel (col. 9, lines 11-14) (114-120, fig. 3), and the media type of the communication channel is one of a plurality of media types (114-120, fig. 3) (email, fax, etc.), and cause an outgoing communication to be sent to the communication channel via the channel driver (col. 11, lines 43-50), wherein the communication server is further configured to communicate independently of the media type of the communication channel by virtue of being configured to communicate with the communications channel via the channel driver (col. 9, lines 5-26) (communications of server is independent of the media type by virtue of being configured to communicate with server 90, 92, 94 and transaction processing system 42 via transaction manager (i.e., channel driver)), and the communication server and channel driver are configured to communicate with one another (col. 9, lines 5-26).

7. Although Dilip teaches the communication server and channel driver are configured to communicate with one another (col. 9, lines 5-26), however, Dilip does not teach to communicate with one another by virtue of a communication application program interface.

Schneider teaches to communicate with one another by virtue of a communication application program interface (col. 1, line 61-col. 2, line 9; col. 4, lines 7-30).

8. It would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the teachings of Dilip and Schneider because Schneider's teaching of communication application program interface would increase the compatibility of Dilip's system by providing the interfaces for different applications in Dilip's system to communication with a transaction manager.

9. As per claim 24, Dilip and Schneider teach the invention substantially as claimed in claim 23 above. Dilip further teach wherein the channel driver is further configured to:

provide an event when the incoming communication is received from the communication channel (col. 9, lines 29-32); and

issue a command to the communication channel, wherein the command is the outgoing communication, the issuing being according to the media type of the communication channel (col. 9, lines 13-14, 22-24, 37-40); and wherein

the communication server is further configured to obtain the event provided by the channel driver (col. 7, lines 25-30; col. 9, lines 29-32); and

the communication server being configured to cause the outgoing communication to be sent (col. 7, lines 25-30, 46-51) further comprises the communication

server being configured to cause the channel driver to issue the command
(col. 9, lines 13-14, 22-24, 37-40).

10. As per claim 25, Dilip and Schneider teach the invention substantially as claimed in claim 24 above. Dilip further teach a user interface comprising a user interface object configured to be activated, wherein the communication server is configured to cause the channel driver to issue the command upon activation of the user interface object (col. 12, lines 31-39, 47-60).

11. As per claim 26, Dilip and Schneider teach the invention substantially as claimed in claim 25 above. Dilip further teach wherein the communication server is further configured to receive the activation of the user interface object (col. 12, lines 31-39, 47-60).

12. As per claim 27, Dilip and Schneider teach the invention substantially as claimed in claim 25 above. Dilip further teach wherein the communication server is further configured to provide a notification of the event via the user interface (col. 11, lines 30-34).

13. As per claim 28, Dilip and Schneider teach the invention substantially as claimed in claim 25 above. Dilip further teach the communication server is further configured to
determine an agent to be notified of the event (col. 11, lines 30-34); and
provide a notification of the event to the agent via the user interface (col. 11, lines 30-34).

14. As per claim 29, Dilip and Schneider teach the invention substantially as claimed in claim 25 above. Dilip further teach a connection between the user interface and the communication channel (connection between 72 and channel of 42 in figure 2).

15. As per claim 36, Dilip and Schneider teach the invention substantially as claimed in claim 24 above. Dilip further teach wherein the communication channel is one communication channel of a plurality of communication channels (fig. 2, item 83, where the media layers provides multiple channels of communications between the client and the server); the channel driver is one channel driver of a plurality of channel drivers (col. 62, line 64-col. 63, line 5); and each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers (fig. 2; col. 62, line 64-col. 63, line 5).

16. As per claim 37, the claim is rejected for the same reason as claim 23 above.

17. As per claims 38-40, the claims are rejected for the same reasons as claims 24, 28, and 27 respectively above.

18. As per claim 41, Dilip and Schneider teach the invention substantially as claim in claim 37 above. Dilip further teach comprising: establishing a connection between the user interface and the communication channel (col. 9, lines 49-50); and wherein the providing the notification is performed via the connection (col. 11, lines 30-34).

19. As per claims 42, Dilip teaches the invention substantially as claimed for communicating using an apparatus comprising a communication server configured to communicate with a communication channel via a channel driver comprising:

issuing an outgoing command to the communication channel, wherein the issuing the command is performed by the channel driver(col. 9, lines 13-14, 22-24, 37-40), the channel driver is configured to communicate with the communication channel by virtue of being configured according to a media type of the communication channel (col. 9, lines 13-14), the media type of the communication channel is one of a plurality of media types (114-120, fig. 3), the communication server is configured to communicate independently of the media type of the communication channel by virtue of being configured to communicate with the communications channel via the channel driver(col. 9, lines 5-26), and the communication server and the channel driver are configured to communicate with one another (col. 9, lines 5-26).

20. Although Dilip teaches the communication server and channel driver are configured to communicate with one another (col. 9, lines 5-26), however, Dilip does not teach to communicate with one another by virtue of a communication application program interface. Schneider teaches to communicate with one another by virtue of a communication application program interface (col. 1, line 61-col. 2, line 9; col. 4, lines 7-30).

21. It would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the teachings of Dilip and Schneider because Schneider's teaching of communication application program interface would increase the compatibility of Dilip's system by providing the interfaces for different applications in Dilip's system to communication with a transaction manager.

22. As per claim 43, Dilip and Schneider teach the invention substantially as claim in claim 42 above. Dilip further teach determining the command upon receiving an activation of a user interface object of a user interface (col. 12, lines 31-39, 47-60).

23. As per claims 44 and 106, Dilip teaches the invention substantially as claimed comprising:

receiving an incoming event from a communication channel, wherein

the receiving is performed by a channel driver (col. 11, lines 44-50; col. 9, lines 11-16), the channel driver is configured to communicate with the communication channel according to a media type of the communication channel (col. 9, lines 13-14), and

the media type of the communication channel is one of a plurality of media types (114-120, fig. 3);

accessing a database to determine an event response (col. 5, lines 40-50) to in response to the receiving of the event (col. 11, lines 30-36), wherein the accessing is performed by a communication server (col. 5, lines 40-42),

the communication server is configured to operate independently of the media type of the communication channel by virtue of being configured to receive the event from the communications channel via the channel driver (col. 9, lines 5-26), and

the communication server and the channel driver and configured to communicate (col. 9, lines 5-26); and

performing the event response under control of the communication server (col. 10, lines 46-51).

24. Although Dilip teaches the communication server and channel driver are configured to communicate with one another (col. 9, lines 5-26), however, Dilip does not teach to communicate with one another by virtue of a communication application program interface. Schneider teaches to communicate with one another by virtue of a communication application program interface (col. 1, line 61-col. 2, line 9; col. 4, lines 7-30).

25. It would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the teachings of Dilip and Schneider because Schneider's teaching of communication application program interface would increase the compatibility of Dilip's system by providing the interfaces for different applications in Dilip's system to communication with a transaction manager.

26. As per claim 104, the claim is rejected for the same reason as claim 24 above.

27. As per claim 105, Dilip and Schneider teach the invention substantially as claim in claim 104 above. Dilip further teach comprising: determining the command upon receiving an activation of a user interface object of a user interface (col. 12, lines 31-39, 47-60), wherein the determining is performed independently of the media type (col. 12, line 61-col. 13, line 11; col. 9, lines 11-16).

28. As per claim 45-51, the claims are rejected for the same reasons as claims 23-29 respectively above.

29. As per claim 59, claim 59 is rejected for the same reasons as rejection to claim 36 above.

30. As per claims 60-63, claims 60-63 are rejected for the same reasons as rejection to claims 37, 24, 28, and 27 respectively.

31. As per claim 64, Dilip and Schneider teach the invention substantially as claimed in claim 60 above. Dilip further teach comprises: connection instructions to establish a connection between the user interface and the communication channel (col. 9, lines 49-50); and wherein the notifying instructions use the connection to provide the notification (col. 11, lines 30-34) (it is inherent to use the connection to provide the notification).

32. As per claim 65, claim 65 is rejected for the same reasons as rejection to claims 42 above.

33. As per claim 66, Dilip and Schneider teach the invention substantially as claimed in claim 65 above. Dilip further teach comprise: command determining instructions to determine the command upon receiving an activation of a user interface object of a user interface presented on the display (col. 12, lines 31-39, 47-60), wherein the command determining instructions communicate independently of the media type by virtue of being configured to use the issuing instructions to issue the command (col. 12, line 61-col. 13, line 11; col. 9, lines 11-16).

34. As per claim 67, claim 67 is rejected for the same reasons as rejection to combination of claims 44, 27 and 28 above.

35. As per claims 68-74, claims 68-74 are rejected for the same reasons as rejection to claims 23, 24, 25, 26, 27, 28, 29, above respectively.

36. As per claim 82, claim 82 is rejected for the same reasons as rejection to claim 36 above.

37. As per claims 83-90, claims 83-90 are rejected for the same reasons as rejection to claims 37-44 above respectively.

38. As per claims 91-95, claims 91-95 are rejected for the same reasons as rejection to claims 37-41 above respectively.

39. As per claim 96, claim 96 is rejected for the same reasons as rejection to combination of claims 42 and 43 above.

40. As per claim 97, claim 97 is rejected for the same reasons as rejection to claim 44 above.

41. As per claim 108, Dilip and Schneider teach the invention substantially as claimed in claim 37 above. Dilip further teach wherein the channel driver is further configured to communicate with any one of the plurality of media types (col. 9, lines 5-26).

42. Claims 30-35, 52-58 and 75-81 are rejected under 35 U.S.C. 103(a) as being unpatentable over Dilip and Schneider in view of Beck et al, U.S. Patent 6,332,154 (Beck).

43. Beck was cited in the previous office action.

44. As per claim 30, Dilip and Schneider teach the invention substantially as claimed in claim 29 above. Dilip and Schneider do not specifically teach sub-connections. Beck teaches comprising:

a first sub-connection between the user interface and the communication server (fig. 2, e.g., area between client and the external media layer, item#83);

a second sub-connection (fig. 2, workflow layer) between the communication server (fig. 2, item 89 ,item 85)and the channel driver (fig. 2, item 91, item 85); and

a third sub-connection (fig. 2, internal media layer) between the channel driver (fig. 2, item 85) and the communication channel; and wherein

the communication server is further configured to use the first and second sub-connection to cause the channel driver to issue the command (wherein the appropriate internal media layer or the driver is activated based on the incoming request); and

the channel driver is further configured to use the third sub-connection to issue the command (fig. 2).

45. It would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the teachings of Dilip, Schneider and Beck because Beck's teaching of sub-connections would improve the communication mechanism of Dilip's and Schneider's systems by providing separate sub-connection for each of the different communications, thus avoiding interference of communications between each of the different sub-connections.

46. As per claim 31, Dilip and Schneider teach the invention substantially as claimed in claim 25 above. Dilip and Schneider do not specifically teach tables. Beck teaches comprising: a database comprising:

an event table comprising information regarding the event (fig. 14);

a command table comprising information regarding the command (col. 35, lines 27-43);

and

a user interface object table comprising information regarding the user interface object (e.g., col. 35, line 63-col. 36, line 9).

47. It would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the teachings of Dilip, Schneider and Beck because Beck's teaching of different tables would increase the flexibility of Dilip's and Schneider's systems by allowing configuration of settings used for processing of communications associated with the media types to be stored.

48. As per claim 32, Dilip, Schneider and Beck teach the invention substantially as claimed in claim 31 above. Beck further teach wherein the communication server being configured to process the event comprises further being configured to access the event table (fig. 14; col. 35, lines 25-43, wherein the server keeps track of events in the event table); and the communication server being configured to cause the channel driver to issue the command comprises being further configured to access the command table and the user interface object table to cause the channel driver to issue the command (col. 35, lines 25-45, wherein command and user interface modules are activated in accordance with the next device to handle the command, for instance, if we determine the location to process the information such as the proper agent, command is given by the appropriate driver to access the correct agent, this process can be see for example col. 38, lines 7-20, 31-41), wherein

command data in the command table and user interface object data in the user interface object table are used to cause the channel driver to issue the command (col. 35, lines 25-45; col. 35, line 63-col. 36, line 9; col. 62, line 64-col. 63, line 5).

49. As per claim 33, Dilip, Schneider and Beck teach the invention substantially as claimed in claim 31 above. Beck further teach wherein the communication server is further configured to obtain the event provided by the channel driver (fig. 14; col. 38, lines 7-20, 31-41, wherein the server elects the appropriate remote contact based on drivers, said remote contact returns with its response); and perform an event response (col. 9, lines 35-40); and the database further comprises:

an event response table comprising information regarding the event response to be performed upon obtaining the event (fig. 14, wherein the events get recorded within the table).

50. As per claim 34, Dilip, Schneider and Beck teach the invention substantially as claimed in claim 31 above. Beck further teach wherein the communication server is further configured to determine a configuration for an agent using the user interface (col. 5, lines 25-35); and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs (see for example, col. 55, lines 19-33).

51. As per claim 35, Dilip, Schneider and Beck teach the invention substantially as claimed in claim 34 above. Beck further teach wherein the database further comprises:

a configuration table comprising information regarding the configuration (col. 55, lines 19-33); and

an agent table comprising information regarding the agent (col. 55, lines 19-33).

52. As per claim 52, the claims are rejected for the same reasons as claims 30 above.

53. As per claim 53, Dilip, Schneider and Beck teach the invention substantially as claimed in claim 52 above. Dilip further teach comprises:

a web connection between the user interface and a web server (fig. 2); and

an inter-process connection between the web server and the communication server (fig. 2).

54. As per claims 54-58, claims 54-58 are rejected for the same reasons as rejection to claims 31-35 respectively.

55. As per claims 75, 77-81, claims 75, 77-81 are rejected for the same reasons as rejection to claims 30, 31, 32, 33, 34, 35 above respectively.

56. As per claim 76, claim 76 is rejected for the same reasons as rejection to claim 53 above respectively.

57. Claim 107 is rejected under 35 U.S.C. 103(a) as being unpatentable over Dilip and Schneider in view of Yumoto et al, U.S. Patent 6,778,661 (Yumoto).

58. Yumoto was cited in the previous office action.

59. As per claim 107, Dilip and Schneider teach the invention substantially as claimed in claim 42 above. Although Dilip teaches the channel driver is configured to communicate with the communication channel according to the media type of the communication channel by virtue of being further configured to determine the media type of the communication channel (col. 9, lines 11-16); and the media type is stored (col. 9, lines 11-16), however, Dilip and Schneider do not specifically teach a communication channel driver table. Yumoto teaches media type is stored in a column of a communication channel driver table that can be expanded (fig. 9; col. 7, lines 54-57).

60. It would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the teachings of Dilip, Schneider and Yumoto because Yumoto's teaching of communication table would increase the flexibility of Dilip's and Schneider's systems by allowing configuration of settings used for processing of communications associated with the media types to be stored.

61. Applicant's arguments filed 12/29/2008 have been fully considered but they are not persuasive.

62. In the remarks, applicant argued that:

(1) Dilip fails to teach a communication server could be configured to communicate independently of a media type of a communication channel by virtue of being configured to communicate with the communications channel via a channel driver.

(2) Dilip fails to teach a communication server and a channel driver could be configured to communicate with one another by virtue of a communication application program interface.

(3) Dilip fails to teach a channel configured to communicate with any one of the plurality of media types.

63. In response to point (1), Dilip teaches central control modules (e.g., server core) communicate independently of media type of a communication channel by interfacing with the transaction management interface, which contacts the appropriate transaction manager (i.e., channel driver) (col. 9, lines 5-26).

64. In response to point (2), applicant's argument is moot in view of new ground of rejection.

65. In response to point (3), Dilip teaches each of the transaction managers (114-120, fig. 3) is configured to communicate with one of a plurality of media type (col. 9, lines 5-13). Dilip further teach two or more transaction managers (e.g., 114-120, fig. 3) are combined into a single transaction manager (col. 9, lines 14-16). This means that a single transaction manager (e.g., combination of 114-120) (i.e., channel driver) is configured to communicate with any one of the plurality of media type.

66. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Freund et al, US 5,852,732; Porter, US 5,473,680.

67. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

68. A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this

final action. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Philip C Lee whose telephone number is (571)272-3967. The examiner can normally be reached on 8 AM TO 5:30 PM Monday to Thursday and every other Friday. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Firmin Backer can be reached on (571) 272-6703. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

/Philip C Lee/

Primary Examiner, Art Unit 2452